


**WORKFORCE INNOVATION AND  
OPPORTUNITY ACT POLICY  
MANUAL**
**CHAPTER 2 - SECTION 300**
**SUBJECT: Supportive Services**
**300 BACKGROUND AND PURPOSE**

Supportive services, such as transportation, child care, dependent care, housing, and needs-related payments are necessary to enable an individual to participate in Workforce Innovation and Opportunity Act (WIOA) Title I-B-authorized career or training services. WIOA Title I-B requires the Local Workforce Development Area (LWDA) to provide accurate information about the availability of supportive services in the local area, as well as provide referrals to such activities as one of the career services for the WIOA Title I-B Adult and Dislocated Worker programs. The WIOA Title I-B Youth program also includes supportive services as one of the 14 program elements. LWDAs may fund supportive services for participants of the WIOA Title I-B Adult, Dislocated Worker, and Youth programs when the services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA Title I-B-career or training services that are not available from other sources.

References: Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128), 20 CFR 680.900, 680.940, 680.950, Office of Management and Budget 20 CFR 200.470, A.R.S 41-1967, and Training and Employment Guidance Letter (TEGL) 3-15.

**301 SUPPORTIVE SERVICES PROVISION**

LWDAs may provide supportive services deemed appropriate for WIOA Title I-B participants to maximize flexibility. Supportive services are subject to the conditions prescribed by WIOA Title I-B and detailed in this policy

**.01 LWDA Supportive Service Policy Requirements**

LWDAs must work with ARIZONA@WORK Job Center partners and other community partners to establish a policy on supportive services that ensures the highest quality, most comprehensive service provision that prevents duplication of resources and services in the local area. LWDA and Tribal policies and procedures must include, at a minimum:

- A. Eligibility criteria;
- B. Types of supportive services that will be offered;

- C. Procedures for referral to supportive services, including how services will be funded when they are not available from other sources;
- D. Procedures for authorizing supportive service requests; and
- E. Established limits, including a maximum amount of funding and maximum length of time for supportive services to be available, as well as procedures to grant exceptions to these limits.

## **.02 Supportive Service Requirements**

Supportive services must be made available for participants who may need additional assistance, as determined through comprehensive assessments. These assessments, and all supportive services provided, must be documented in the participant's Individual Employment Plan (IEP), Individual Service Strategy (ISS), or Career College Blueprint (CCB), as well as appropriately recorded in Arizona Job Connection (AJC). Supportive services must only be provided through WIOA Title I-B when the individual is unable to obtain supportive services through other programs that provide such services.

- A. Supportive services may only be provided to:
  - 1. Adults and dislocated workers who are participating in career or training services and are determined to be in need; and
  - 2. Youth who have been determined in need of such services.
- B. The provision of supportive services must be **necessary and reasonable**, both in cost and in the item being purchased, per 2 CFR Part 215 and 220.
- C. Payments for supportive services can be made directly to the vendor or as a reimbursement to the participant. Documentation that supports the payment of these services, such as receipts, invoices, and billing statements must be kept in the participant's program file, or uploaded to the participant's file in AJC. .

### **302 TYPES OF SUPPORTIVE SERVICES**

Supportive services, as described in 20 CFR 680.900, for adults and dislocated workers, and 20 CFR 681.570 for youth, include, but are not limited to:

- A. Linkages to community services;
- B. Transportation assistance;
- C. Child care and dependent care assistance;
- D. Housing and utility bills assistance;
- E. Needs-related payments;
- F. Educational testing assistance;
- G. Reasonable accommodations for individuals with disabilities;
- H. Legal Aide Services;
- I. Referrals to healthcare.
- J. Work-related expenses including uniforms, appropriate work attire, and work-related tools, including eyeglasses and protective eye gear;
- K. Training-related assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- L. Payments and fees for employment and training-related applications, tests, and certifications.

### **303 CHILD CARE**

Child care payments using WIOA funds must be aligned with current State Childcare Allowances.

- A. Payment and eligibility for Child Care services will follow the guidelines set forth by the Department of Economic Security (DES) Child Care Services program. Income eligibility and maximum reimbursement rates can be found in the Document Center at <https://des.az.gov/documents-center>.

- B. The childcare provider must be an approved DES contractor. A list of child care providers that contract with DES is available from the [Child Care Resources & Referral Service](#).

### **304 TRAINING-RELATED EXPENSES**

A participant may receive training-related assistance as a type of supportive service when an instructor or institution deems that all students participating in the training must have the items in order to complete the course.

- A. Electronic devices, such as computers, laptops, and tablets may be purchased for training participants when an instructor or institution deems all students participating in the training must have access to the electronic device to successfully complete the program. The electronic device must be listed as a requirement in the synopsis section of the training program description and must include the cost of the item in the cost breakdown on the Eligible Training Provider List (ETPL).
  - 1. When the LWDA provides electronic devices as a supportive service, the LWDA policy must include:
    - a. Cost limits for the electronic device;
    - b. Disposition of the electronic device upon completion of the training, specifying whether the participant gets to keep it; and
    - c. Procedures to determine whether the individual already owns or has access to the required electronic device prior to purchasing a new electronic device.
  - 2. For monitoring purposes, the participant's case notes must indicate that the electronic device is required by the training provider for the participant to successfully participate in the training program. A copy of the training program description from the ETPL that specifies that device is required must also be printed and uploaded to the participant's file in AJC. If the LWDA decides not to upload documents into AJC the document must be kept in the participant's paper file.

- B. Licenses, certifications, and testing fees may be paid when the license, certification, or the successful completion of the test:
  - 1. Is required to legally work in the occupation,
  - 2. Is required by a specific employer for the individual to obtain employment, or
  - 3. Will result in a recognized credential.

### **305 NEEDS-RELATED PAYMENTS**

Needs-related payments, as described at 20 CFR 680.930, provide financial assistance to adults, dislocated workers, and youth for the purpose of enabling individuals to participate in training activities.

LWDAs may approve the use of needs-related payments. The participant must be accepted in a training program that will begin within 30 calendar days. The Governor may establish procedures to determine under what circumstances the 30-day period may be extended.

#### **.01 WIOA Title I-B Adult Program Participants**

In order to receive needs-related payments, as described at 20 CFR 680.940, participants in the WIOA Title I-B Adult program must:

- A. Be unemployed;
- B. Not qualify for, or have ceased qualifying for, unemployment insurance compensation; and
- C. Be enrolled in training services.

#### **.02 WIOA Title I-B Dislocated Worker Program Participants**

In order to receive needs-related payments, as described at 20 CFR 680.950, participants in the WIOA Title I-B Dislocated Worker program must:

- A. Be unemployed, and

1. Have ceased to qualify for unemployment insurance compensation or Trade Readjustment Allowance (TRA) under Trade Adjustment Assistance (TAA); and
  2. Be enrolled in a training service by the end of the 13<sup>th</sup> week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8<sup>th</sup> week after the worker is informed that a short-term layoff will exceed six months; or
- B. Be unemployed and not qualify for unemployment insurance compensation or TRA under TAA and be enrolled in training services.

### **.03 WIOA Title I-B Youth Program Participants**

Youth must be enrolled in the WIOA Title I-B Youth program. Youth concurrently enrolled in the WIOA Title I-B Adult program and the WIOA Title I-B Youth program must be eligible under criteria applicable to the respective program and the services received.

### **.04 LWDA Needs-Related Payments Policy**

LWDA and tribal policies must establish the levels of needs-related payments for eligible adults, dislocated workers and youth. For eligible dislocated workers, established levels of needs-related payments must not exceed the greater of either the following levels:

- A. For participants who were eligible for unemployment compensation as a result of a qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment insurance compensation benefit; or
- B. For participants who did not qualify for unemployment insurance compensation as a result of a qualifying layoff, the weekly payment may not exceed the Federal poverty level for an equivalent period. The weekly payment level must be adjusted to reflect changes in total family income as determined by the LWDA.
- C. For State funded projects, the payment level for needs-related payments must be established by the Workforce Arizona Council.

**SUPPORTIVE SERVICE PROHIBITIONS**

Per 2 CFR 220, unallowable costs do not meet the conditions of supportive services include, but are not limited to:

- A. Payment toward goods or services incurred or received prior to the participant's enrollment in a WIOA Title I-B program;
- B. Fines and penalties, such as for parking tickets, moving violations and fines for late utility payments;
- C. Taxes, except for sales taxes and gasoline taxes, such as income taxes, and business/ payroll taxes (for employers).
- D. Child support;
- E. Legal fees, except for legal aid specified in LWDA policy, such as bail and restitution;
- F. Debts that have been turned over to a collection agency;
- H. The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute;
- I. The purchase of cigarettes, alcoholic beverages or firearms; and
- J. Union dues.

**FOLLOW-UP SERVICES**

The WIOA Title I-B Youth program allows the provision of supportive services as a follow-up service to ensure the youth is successful in employment and/ or post-secondary and training. For more information on follow-up services, see the WIOA Title I-B Youth Program Policy Section 211.

The WIOA Title I-B Adult and Dislocated Worker does not allow the provision of supportive services after the completion of participation as supportive services are provided to enable adults and dislocated worker to participate in career and training services. For information on Follow-up

Services that may be provided to Adults and Dislocated Workers, see the WIOA Title I-B Adult and Dislocated Worker Program Policy Section 108.